



How to Register & Setup your CSP Account

December 2025

How to register and set-up your Coupa supplier portal (CSP)

This guide will help you to register and set-up Coupa supplier portal (CSP)

Coupa is Free to use for Mitie, please don't sign up for any subscription or payment services.

You will need the following information for this set-up.

- Your company details, bank details & address.
- VAT/ Tax registration number (UTR number for UK sole traders)

If you need help Joining or using your CSP please check out our dedicated supplier website with lots of help and guidance, if you cannot find the help you need, please email askprocurement@mitie.com

Note: Your company information you enter in your CSP account / Profile does not automatically update Mitie's suppliers master records, to update any changes i.e. addresses, email addresses, Bank details, VAT number or tell us your CIS registered please email vendormasterdata@mitie.com

Action Required – Mitie Group Plc Registration Instructions



You will have received an email which is sent to the primary email address which Mitie hold on your supplier account.

Click Join Coupa Supplier Portal

If you have not received this email, please email Askprocurement@mitie.com confirming who the primary contact email address should be and they will investigate.

Action Required - Mitie Group Plc Registration Instructions 🔍 Inbox x

Coupa Supplier Portal <do_not_reply@supplier-test.coupahost.com>
to me ▾



Action Required - Mitie Group Plc Registration Instructions

Powered by coupa

Hello TEST SUPPLIER SH

This is an invite to join the Coupa Supplier Portal which is Mitie's chosen method to onboard suppliers. Please click the "Join Coupa button" below to connect with us on the Coupa Network. From time to time, you will be asked to complete/update your supplier profile to ensure you comply with the minimum standards required to do business with Mitie. If you are not the right person at your company, you can send this request to the appropriate person by using the forward link. Mitie is implementing Coupa as their new Purchase to Pay system and in time, you will receive purchase orders and will need to send your invoices electronically through the Coupa Supplier Portal as well. Please note Mitie operates a No PO No Pay policy so goods and services should not be provided without a Purchase Order number.

The Coupa Supplier Portal does not require any installation of hardware or software, and the service incurs no fee for you to pay. More information on the Coupa supplier portal can be found on the Mitie Coupa Supplier internet page available here: <https://mitiesuppliers.com>, including FAQs and videos on how to submit your invoices when the Mitie's business units you interact with migrate to the new Purchase to Pay system. You will be informed of this in due course. If you have any queries on the use of Coupa, you can contact us at procurement@mitie.com

Simon Hunt
Mitie Group Plc

[Join Coupa Supplier Portal](#)

[Forward Invitation](#)



Business Spend Management

Create an Account

Once you click on Join Coupa the below screen will open

Business name must be exactly as your legally registered company name.

You will see the email address populated. (greyed out)

Create your memorable password (Use at least 8 characters and include a number and a letter)

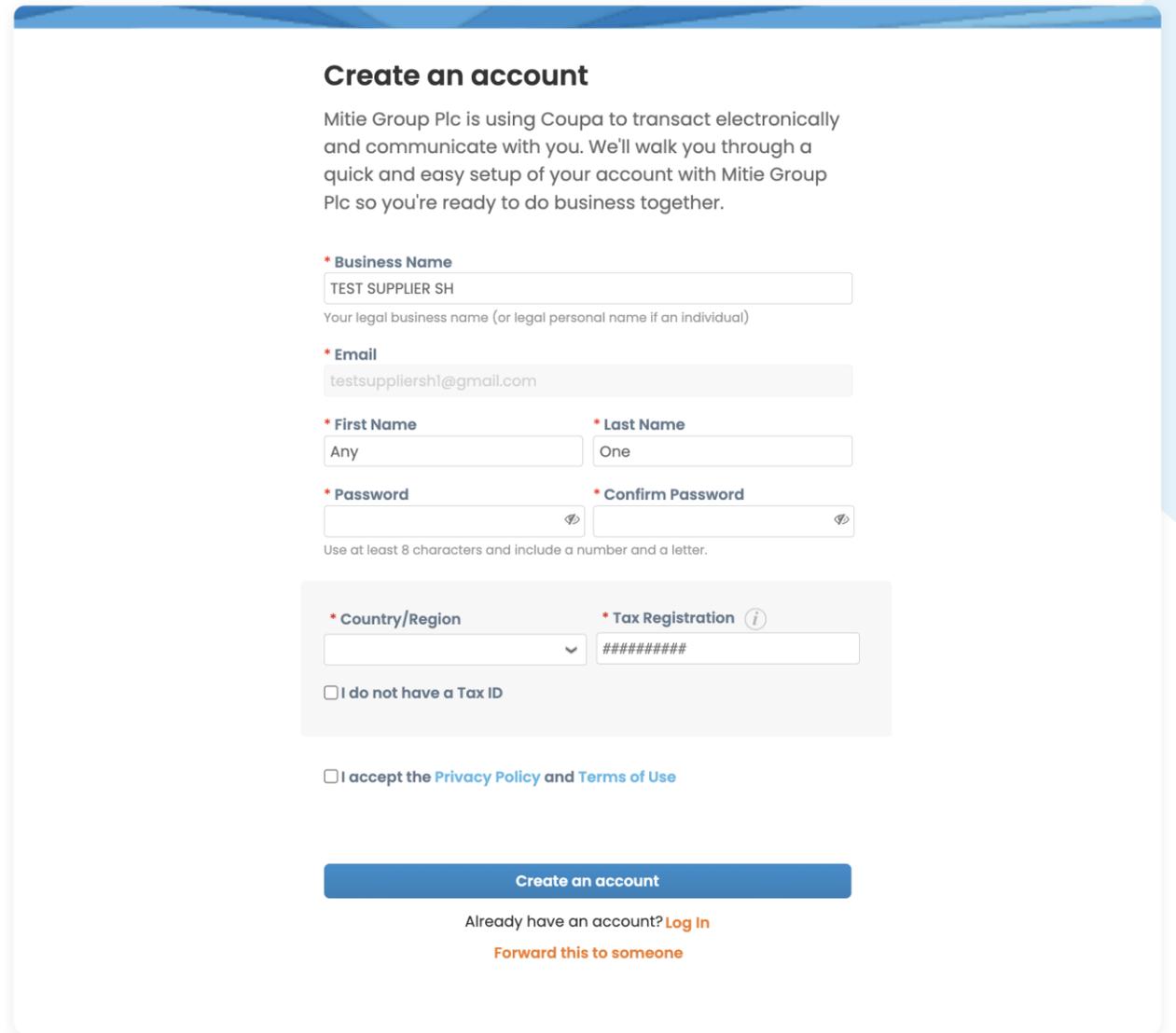
Country/region select where your business is located

Tax Registration enter your Tax/VAT code associated with the selected country, start with the country prefix and no spaces e.g: • GB|23456789 • FR|234567890| • DE|23456789

If your organisation is exempt from tax registration in some countries/ regions, please select box 'I do not have a VAT/GST Number'. Another field will open where you must capture either a Unique Tax Reference (UTR) registered with your local government or write N/A in the appearing Local Tax ID field.

Accept the Privacy Policy and Terms of use.

Click 



Create an account

Mitie Group Plc is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Mitie Group Plc so you're ready to do business together.

* **Business Name**
TEST SUPPLIER SH
Your legal business name (or legal personal name if an individual)

* **Email**
testsuppliersh1@gmail.com

* **First Name** Any * **Last Name** One

* **Password** * **Confirm Password**
Use at least 8 characters and include a number and a letter.

* **Country/Region** * **Tax Registration** 
#####

I do not have a Tax ID

I accept the [Privacy Policy](#) and [Terms of Use](#)

Create an account

Already have an account? [Log In](#)

[Forward this to someone](#)

Join an Existing Account

If you don't get this screen, go to section next page

You may get a screen that says your company already has a CSP Account.

This may have been set up by a previous employee etc.

We recommend you click

No, continue creating a new account

You can always do a Merge Request later

Click

Join an Existing Account?

Provide any of the additional info to get better suggestions.

View existing accounts matching the email domain [REDACTED]

Business Name

Country/Region

Address Line 1

City State Postcode

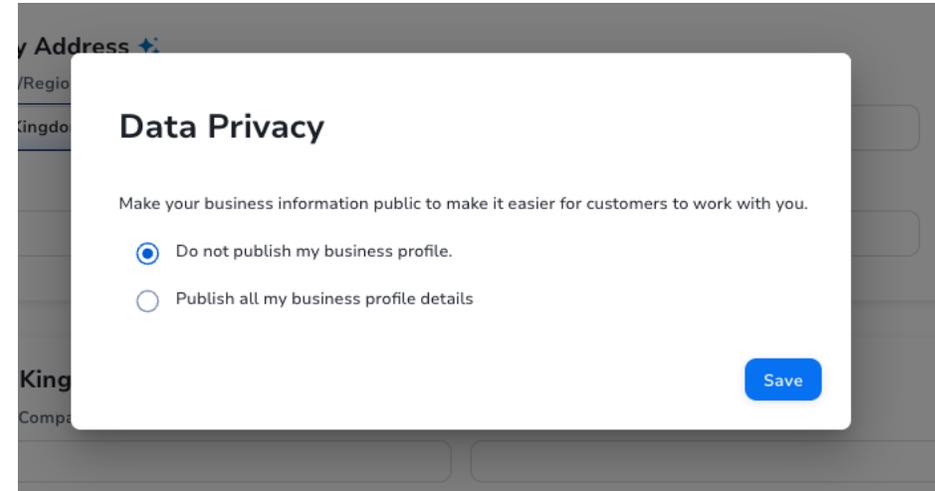
Tax ID DUNS Number

No, continue creating a new account

Please select one of the 2 choices

Click

Save



The screenshot shows a modal dialog box titled "Data Privacy" overlaid on a blurred background of a web form. The dialog contains the following text and options:

Data Privacy

Make your business information public to make it easier for customers to work with you.

- Do not publish my business profile.
- Publish all my business profile details

A blue "Save" button is located in the bottom right corner of the dialog.

Onboarding for.... (Coupa Supplier Portal)

Update the mandatory fields *

Country/Region should default

Update the following,

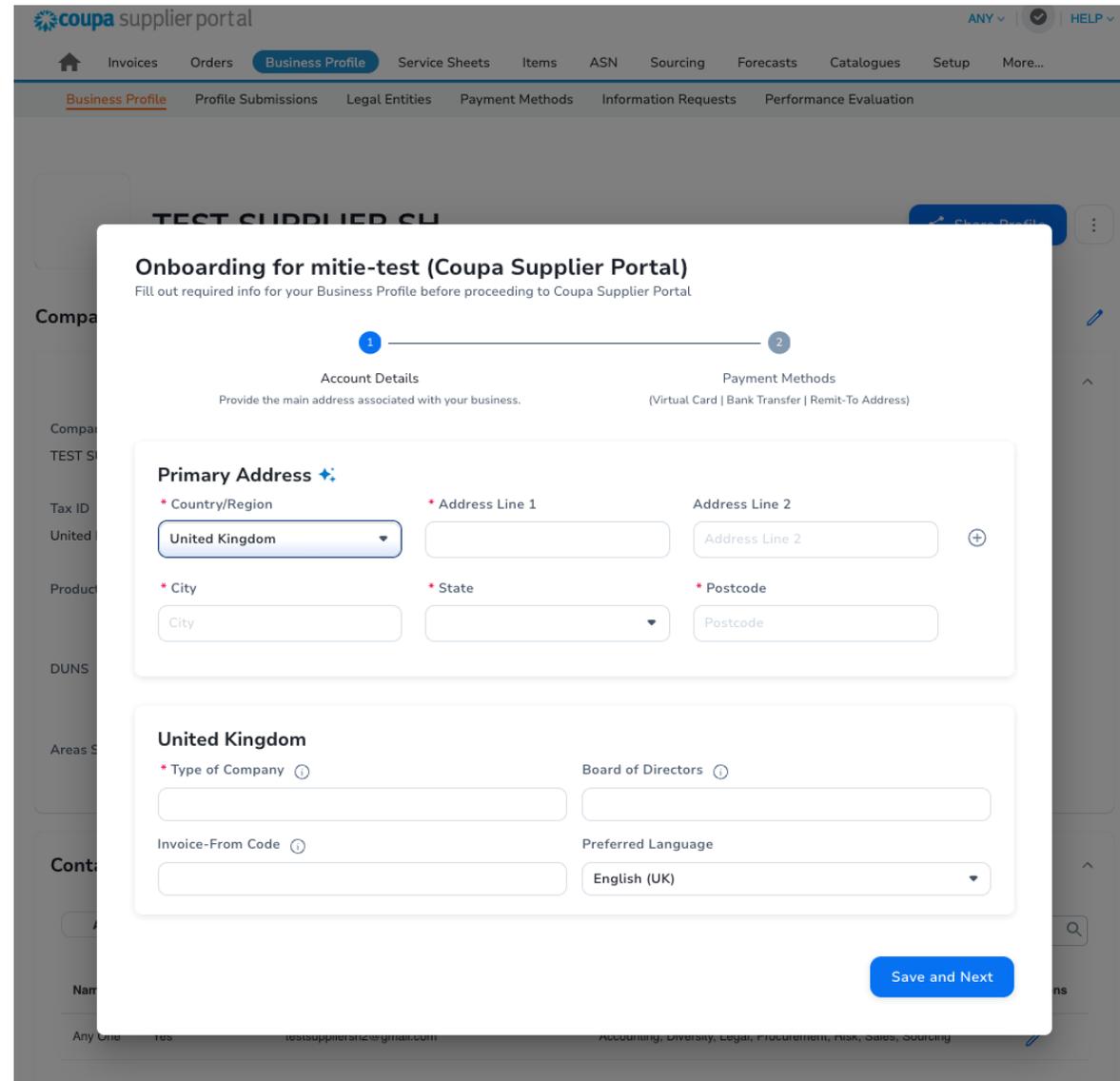
- Address line 1
- Address line 2
- City
- Select a state from the dropdown
- Postcode

Type of company – add if your LTD , PLC, charity etc

Click

Save and Next

Note: Depending on the country/region selected the required information may differ and won't be the same as the screen shots in this guide.



The screenshot shows the 'Onboarding for mitie-test (Coupa Supplier Portal)' form. The form is divided into two main sections: 'Account Details' (Step 1) and 'Payment Methods' (Step 2). The 'Account Details' section is currently active and contains the following fields:

- Primary Address** (with a plus icon):
 - * Country/Region**: A dropdown menu with 'United Kingdom' selected.
 - * Address Line 1**: A text input field.
 - Address Line 2**: A text input field with a plus icon to its right.
 - * City**: A text input field.
 - * State**: A dropdown menu.
 - * Postcode**: A text input field.
- United Kingdom** (Section Header):
 - * Type of Company**: A text input field with a help icon.
 - Board of Directors**: A text input field with a help icon.
 - Invoice-From Code**: A text input field with a help icon.
 - Preferred Language**: A dropdown menu with 'English (UK)' selected.

A blue 'Save and Next' button is located at the bottom right of the form. The background shows the Coupa Supplier Portal navigation menu with 'Business Profile' selected.

Onboarding for.... (Coupa Supplier Portal)- Virtual Card



Mitie do not accept Virtual card payments

Select the tick box at the bottom Do not accept Virtual card payments from Mitie group Plc

Do not accept Virtual Card payments from Mitie Group Plc

Click

Save and Next

Note: Depending on the country/region selected the required information may differ and won't be the same as the screen shots in this guide.

The screenshot shows the 'Onboarding for mitie-test (Coupa Supplier Portal)' form. At the top, there's a navigation bar with 'coupa supplier portal' and 'ANY' dropdown. Below it, a menu includes 'Business Profile', 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests', and 'Performance Evaluation'. The main heading is 'TEST SUPPLIER SH' with a 'Share Profile' button. A green notification bar states 'Primary Address saved successfully'. A progress bar shows two steps: 'Account Details' (1) and 'Payment Methods' (2). The 'Virtual Card' section has a sub-heading and an info icon. Below it, there are two input fields: 'Account Nickname' and 'Email Address'. There are two checkboxes: 'Process credit cards automatically' and 'Do not accept Virtual Card payments from Mitie Group Plc'. A 'Save and Next' button is located at the bottom right of the form area.

Onboarding for.... (Coupa Supplier Portal)– Bank Transfer



Please complete the following

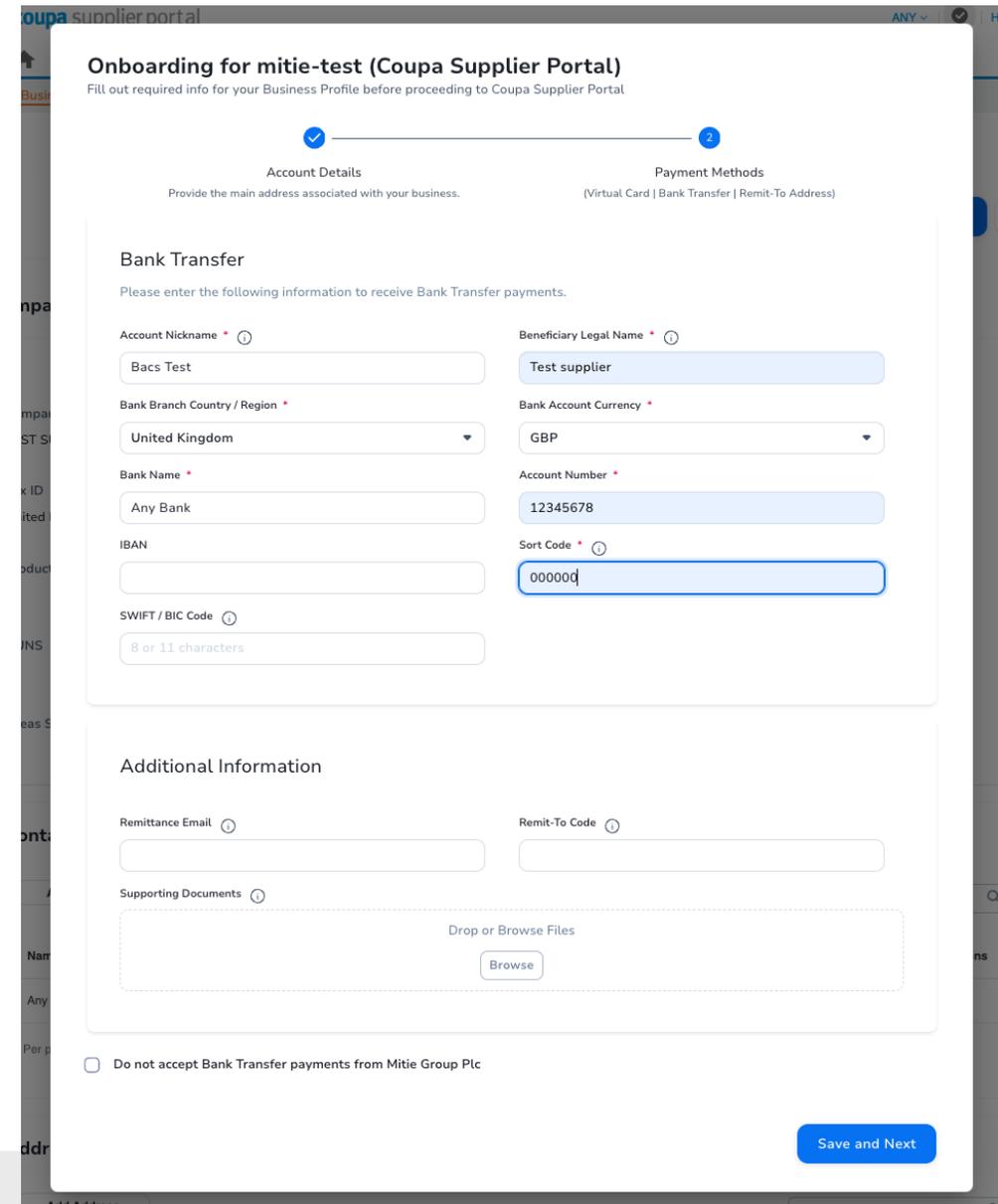
- Payment Method Name – Enter Bacs or Electronic
- Beneficiary Name – Name on your bank account
- Bank Name – Who you bank with
- Account Number – Your bank account number
- Confirm account Number – Your bank account number
- Sort Code – your bank sort code with no dashes or spaces

- Only use IBAN and SWIFT for international Payments

- Click 

- You will get a Pop up to say your Payment information has been added

Note: Depending on the country/region selected the required information may differ and won't be the same as the screen shots in this guide.



The screenshot shows the 'Onboarding for mitie-test (Coupa Supplier Portal)' form. It is divided into two main sections: 'Account Details' (marked with a checkmark) and 'Payment Methods' (marked with a '2'). The 'Payment Methods' section is currently active and shows the 'Bank Transfer' option selected. The form fields are as follows:

- Account Nickname:** Bacs Test
- Beneficiary Legal Name:** Test supplier
- Bank Branch Country / Region:** United Kingdom
- Bank Account Currency:** GBP
- Bank Name:** Any Bank
- Account Number:** 12345678
- Sort Code:** 000000
- IBAN:** (empty field)
- SWIFT / BIC Code:** (empty field, with a note '8 or 11 characters')
- Remittance Email:** (empty field)
- Remit-To Code:** (empty field)
- Supporting Documents:** (empty field with a 'Browse' button)

At the bottom of the form, there is a checkbox labeled 'Do not accept Bank Transfer payments from Mitie Group Plc' which is currently unchecked. A 'Save and Next' button is located at the bottom right of the form.

Business profile



You will be taken to your business profile page

Its now time to check your Legal Entity and Payment Methods as these are required to Invoice Mitie.

coupa supplier portal ANY | | HELP

[Home](#) [Invoices](#) [Orders](#) **[Business Profile](#)** [Service Sheets](#) [Items](#) [ASN](#) [Sourcing](#) [Forecasts](#) [Catalogues](#) [Setup](#) [More...](#)

[Business Profile](#) [Profile Submissions](#) [Legal Entities](#) [Payment Methods](#) [Information Requests](#) [Performance Evaluation](#)

**TEST SUPPLIER SH** [Share Profile](#) ⋮

Company Info ✎

Company Name	Industry	About
TEST SUPPLIER SH		
Tax ID	Year Established	Commodities
United Kingdom - GB123456789		
Products and Services	PO Email	Website
DUNS	Company Size	Ownership Type
Areas Served	No coverage in areas	

Contacts ⋮

[Add User](#)

Name	Primary Contact	Email	Work Number	Purpose	Actions
Any One	Yes	testsuppliersh2@gmail.com		Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	✎

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Business profile – Payment Methods



Click on **Business Profile** and then **Payment Methods**

You will see the following,

- Your banking information as Bank Transfer
- Mitie Group Plc as Shared With Customers

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the Coupa logo and 'supplier portal' text. On the right, there are filters for 'ANY' and a 'HELP' link. Below the navigation bar, there are several menu items: 'Invoices', 'Orders', 'Business Profile' (highlighted), 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', 'Setup', and 'More...'. Underneath, there is a secondary navigation bar with 'Business Profile', 'Profile Submissions', 'Legal Entities', 'Payment Methods' (highlighted), 'Information Requests', and 'Performance Evaluation'. The main content area is titled 'Payment Methods' and contains a table with one entry. The table has columns for 'Payment Method', 'Payment Method Name', 'Country', 'Currency', 'Linked Legal Entity', 'Shared With Customers', 'Payment Method Status', and 'Actions'. The entry shows 'Bank Transfer' with the name 'Bacs Test', 'United Kingdom', 'GBP', 'TEST SUPPLIER SH', 'Mitie Group Plc', and an 'Active' status. There are also icons for editing, linking, settings, and deleting.

Payment Method	Payment Method Name	Country	Currency	Linked Legal Entity	Shared With Customers	Payment Method Status	Actions
Bank Transfer	Bacs Test	United Kingdom	GBP	TEST SUPPLIER SH	Mitie Group Plc	Active	

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Mitie only pay our suppliers by Bank transfer

Business profile



Click on **Business Profile** and then **Legal Entities**

You will see your Legal Entity populated

You will see there are 2 linked Payment methods. We recommend just one which is Bank Account.

Please follow the next steps to remove Remit-To-Address which is Check option.

Hover over your company name (in Blue) and click on the pencil

Legal Entity Name	Invoice From A
TEST SUPPLI... 	32 London Bridge London, England 9SG, United King
TEST SUPPLIER SH	

coupa supplier portal ANY ▾ HELP ▾

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[Business Profile](#) [Profile Submissions](#) **[Legal Entities](#)** [Payment Methods](#) [Information Requests](#) [Performance Evaluation](#)

Legal Entities

[Create](#)  

Legal Entity Name	Invoice From Address	Tax ID	Linked Payment Method	Payment Information	Customers
TEST SUPPLI...	32 London Bridge Street, London, England, SE1 9SG, United Kingdom	GB:GB123456789	Remit-To Address	32 London Bridge Street, London,...	Mitie Group Plc
			Bank Account	Any Bank *****5678	Mitie Group Plc

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Business profile



The Edit Legal Entity pop-up opens

Go down to the bottom and untick Remit-To-Address

Remit-To Address

Please enter the address to which you receive in-person payments.

Same as Invoice-From Address

[Manage](#)

Payment information and customer connections can be modified on the Payment Methods page. [Click here](#) to make changes.

[Cancel](#) [Delete Legal Entity](#) [Save](#)

Click

Save

Edit Legal Entity

Legal Entity Name * Country/Region *

Tax Registrations

Country/Region * VAT ID *

I don't have a Tax ID Number

Additional Company Information

Type of Company * Board of Directors

Invoice From Address

Please enter the address that you invoice from or the address where you receive posted and in-person payments.

Country/Region * Address Line 1 * Address Line 2

City * State Postcode *

Invoice-From Code Preferred Language

Ship-From Address

Please enter the physical address that your goods are shipped from. This can be a warehouse address.

Same as Invoice-From Address

Remit-To Address

Please enter the address to which you receive in-person payments.

Same as Invoice-From Address

Payment information and customer connections can be modified on the Payment Methods page. [Click here](#) to make changes.

[Cancel](#) [Delete Legal Entity](#) [Save](#)

Business profile



You will now see that you have one Linked Payment Method

Your setup is now complete

supplier portal ANY HELP

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[Business Profile](#) [Profile Submissions](#) **[Legal Entities](#)** [Payment Methods](#) [Information Requests](#) [Performance Evaluation](#)

Legal Entities

[Create](#)

Legal Entity Name	Invoice From Address	Tax ID	Linked Payment Method	Payment Information	Customers
TEST SUPPLI...	32 London Bridge Street, London, England, SE1 9SG, United Kingdom	GB:GB123456789	Bank Account	Any Bank *****5678	Mitie Group Plc

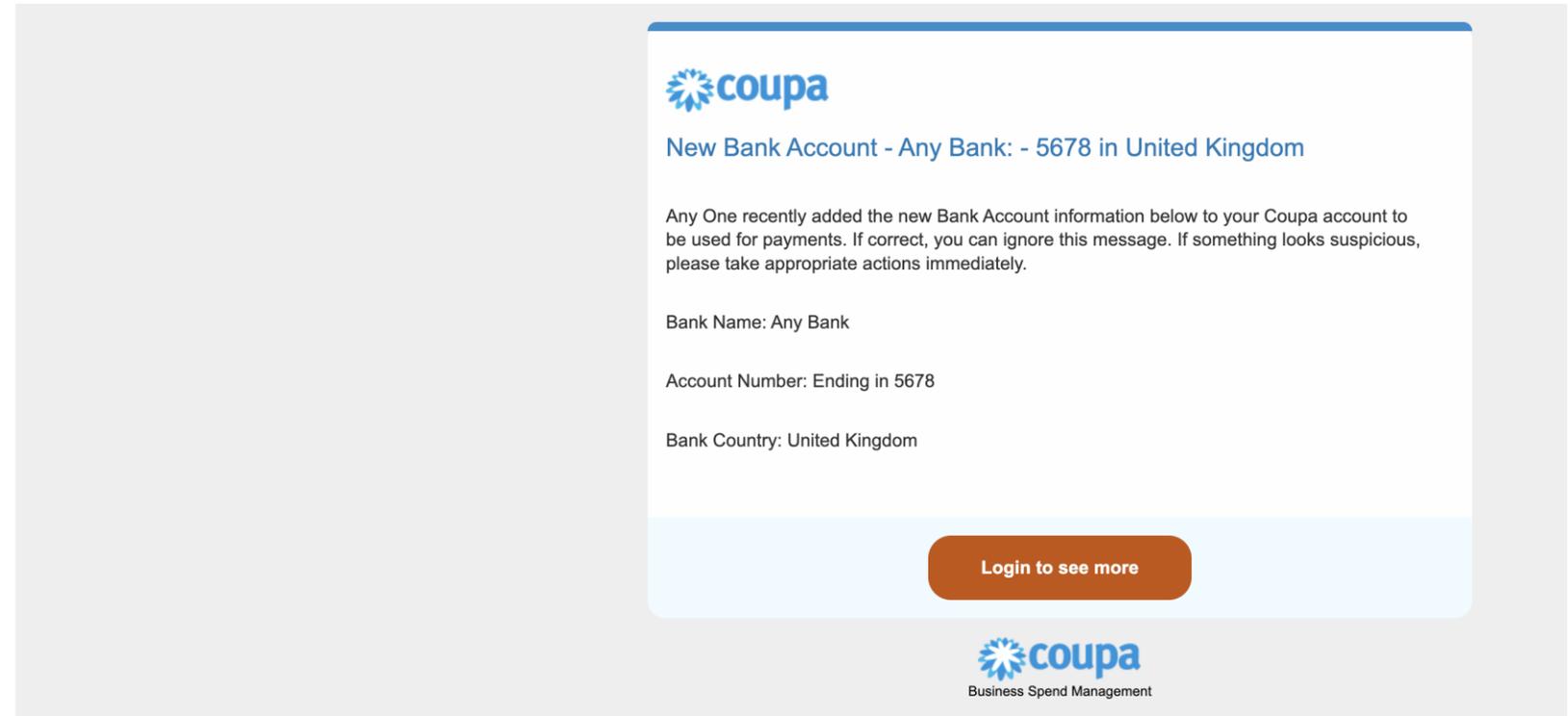
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New Bank Account added Email

You will have received an email to advise of new bank account added to your CSP account.

New Bank Account - Any Bank: - 5678 in United Kingdom 🔍 Inbox x

Coupa Supplier Portal <do_not_reply@supplier-test.coupahost.com>
to me ▾



The screenshot shows an email notification from Coupa. The header includes the Coupa logo and the subject line: "New Bank Account - Any Bank: - 5678 in United Kingdom". The main body of the email contains a warning message: "Any One recently added the new Bank Account information below to your Coupa account to be used for payments. If correct, you can ignore this message. If something looks suspicious, please take appropriate actions immediately." Below this, the following details are listed: "Bank Name: Any Bank", "Account Number: Ending in 5678", and "Bank Country: United Kingdom". At the bottom of the email content, there is a blue button that says "Login to see more". The footer of the email features the Coupa logo and the text "Business Spend Management".

Invoices and Orders Tabs – Coupa 30-day Free Trial



Invoices and Orders – When you click on Invoices or orders for the first time you may see this Page

Go To “Select Customer” change it to Mitie Group PLC to see your Invoices screen for Mitie

Remember: Coupa with Mitie it is free to use, you don’t need to sign up to any subscription services with Coupa to work with Mitie.

The screenshot shows the Coupa supplier portal interface. At the top, the header includes the Coupa logo and 'supplier portal' text. On the right, there is a user profile 'ANTHONY', a notifications icon with '0', and a 'HELP' link. Below the header is a navigation menu with tabs: 'Invoices' (highlighted with a red box), 'Orders', 'Business Profile', 'Setup', 'Service Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Community', and 'More...'. Underneath this is a secondary menu with 'Invoices' (underlined), 'Invoices Lines', 'Payment Receipts', and 'Advanced'. The main content area is titled 'Invoices' and features a 'Select customer' dropdown menu (highlighted with a red box) currently set to 'All (Offered by Advanced)'. Below the dropdown is a search bar and filter icons. A message states: 'View All Customers' is exclusively offered through the Advanced Subscription. A large central banner reads: 'You currently don't have Coupa Advanced. Sign-up for your 30 day trial today!' with a 'Start Free Trial' button and a link to 'Or Purchase Coupa Advanced'.

Our Dedicated Supplier Website

Mitie has a dedicated supplier website [Mitie Suppliers](#)

You will find lots of How to Guides.

Each section in this document will have reference to How to Guides

Click  How to Guides to expand

Introduction to the Coupa Supplier Portal (CSP)

What is the CSP?

The CSP is an easy to setup, free tool for suppliers to manage business with all customers who use Coupa, under one roof. The Coupa platform will provide you with full visibility of the status of your invoice and will enable a quicker process. No installation of hardware or software is required, and **the service incurs no fee for you to pay.**

How do I login to the portal?

Click on the image below to login to the CSP.

- Bookmark the link/add it to your favourites tab
- The email address used to login should be the same as the primary contact held on Mitie's Vendor Master
- If you already use Coupa with other customers, please provide an email address for your current CSP administrator.



Who can I contact for support?

Please email askmitieprocurement@mitie.com for any support using the CSP, our friendly team are happy to help guide you through the process.

You can also find help and information on the Coupa website, please [click here to visit](#).



How to manage / setup your CSP



How to Guides

- [How to assign the CSP](#)
- [How to register and setup your CSP](#)
- [How to setup your legal entity](#)
- [How to set-up Two-factor Authentication](#)
- [How to update your details on the CSP](#)
- [How to manage your on merge requests in your CSP](#)
- [How to update Notification settings](#)
- [How to manage your preferred language in your CSP](#)

How to Invoice Mitie

Depending on the volume and frequency of transactions there are multiple ways you can invoice via Coupa, you can either choose:

1. The Coupa Supplier Portal
2. Supplier Actionable Notifications (please refer to the how-to-guide below)

Before you invoice Mitie, please ensure that you have read the Tax guides that are listed in the menu below for your country.

Please note that the above guides are changed frequently, so please make sure that you download the most up-to-date version

You must have a Legal entity set up in your CSP to invoice Mitie Group PLC

If you need further support regarding your invoices e.g. payment status or pending approval. Please email accountspayable@mitie.com



How to Guides

- [UK CIS and VAT Guide](#)
- [Cyprus Tax Guide](#)
- [Germany VAT Guide](#)
- [Gibraltar VAT Guide](#)
- [Belgium VAT Guide](#)
- [France VAT Guide](#)
- [Netherlands VAT Guide](#)
- [How to setup your legal entity](#)
- [How to setup your invoices view in the CSP](#)
- [How to submit an invoice by the CSP](#)
- [How to submit a credit note by the CSP](#)
- [How to Create and Submit an invoice via SAN](#)
- [How to manage Disputed Invoices](#)

Supplier Maintenance (SMT)

Mitie uses Coupa to manage and onboard new suppliers and undertakes validation checks to ensure our suppliers meet our minimum standards. Existing suppliers can also use Coupa to update, amend and maintain details such as their banking information and remit to address.



- [New Suppliers](#)
- [Existing Suppliers](#)
- [Managing your company information with Mitie](#)

Contract Lifecycle Management (CLM)

Review Contracts

Coupa Contract Lifecycle Management (CLM) module enables suppliers to review and manage contracts online.



How to Guides

Source to Contract (S2C)

Participate in eAuctions

Coupa eSourcing and eAuctions tools enable Suppliers to interact online with Mitie during the Sourcing and eAuction process.



How to Guides

Before you Invoice Mitie, you must have a Legal entity setup and read our Taxes and CIS Guidance